Avaya C3000
Release 3.1.1 (Build 7900)
Readme

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This document is also available from the COMPAS database. The COMPAS ID for this document is 171761

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Avaya C3000 3.1.1 Readme

Avaya C3000 software 3.1.1 is the new release.
Have a deeper look into the product documentation and check this readme file for a quick overview and latest updates.

Release Overview

Avaya recommends that all C3000 customers come up to this release level as soon as possible to ensure they have a complete set of fixes.

The C3000 3.1.1 includes a redelivery of the entire C3000 product. Either it can be installed on top of an existing C3000 3.1, C3000 3.0.x, C3000 2.2 or be used for a new installation. For more information, see Before You Install.

Please read this Readme before you install and configure C3000 3.1.1. It may contain information that is not provided in the C3000 3.1.1 documentation.

This Readme provides detailed installation instructions and configuration information. The Guideline provided with this minor release is designed to install all of the fixes in the C3000 3.1.1 conveniently.

For additional C3000 3.1.1 documentation information, please refer to:
C3000 3.1.1 Product Documentation

Hardware Requirements

C3000 Server

- Small installations (200 User , 4*S0)
  → recommended >= Dual Core CPU, 2GB RAM (Windows2012 min 4GB)
- Medium installations (500 User, 1*S2M)
  → recommended >= Quad Core CPU, 4GB RAM (Windows2012 min 8GB)

- Large installations
  → Project lead

C3000 Clients (Workstations)

- PC, min. Intel P4, 2,4 GHz
- min. 512 MB RAM (depends on OS)

ISDN Cards

- Dialogic Diva Server BRI-2M 2.0
- Dialogic Diva Server 4BRI-8M 2.0
- Dialogic Diva Server PRI-30M 2.0
- Dialogic Diva Server PRI-30M 3.0
- Dialogic Diva V-1PRI/E1/T1-30 HS PCIe

SMS Modems

- Siemens M20
- Siemens TC35 or MC35
- MC Technologies MC52i
- MC Technologies MC55i

Operating System Compatibility

C3000 3.1 is compliant with the following operating systems:

	Server	Workstation
Windows 2008 Server (64Bit)		
Windows 2008 Server R2 (64Bit), SP0-SP1	X	
Windows 2012 Server R2	X	
Windows 7 (32Bit + 64Bit)		X
Windows 8 (32Bit + 64Bit)		X
Windows 8.1 (32Bit + 64Bit)		X
Windows 10 (32Bit + 64Bit)		X
Windows 10 Update Threshold 2		X
Windows 2008 R2 Terminal server		X

(x) Windows Server 2003, XP, Vista no longer supported

Third Party Software Compatibility

Groupware server and -clients

- Microsoft Exchange 2007 / 2010 / 2013 / 2016
- Microsoft Outlook 2007 / 2010 (32Bit + 64Bit) / 2013 (32Bit + 64Bit) / 2016 (32Bit + 64Bit)
- Lotus Notes Domino Server R7.0, R8.0, R8.5, R9.0
- Lotus Notes Client R7.0, R8.0, R8.5, R9.0
- Novell GroupWise Server 7.0, 8.0, Groupwise2012, Groupwise2012 SP1

- Novell GroupWise Client 7.0, 8.0, Groupwise2012, Groupwise2012 SP1
- SAP Gateway
  - aktuelle SAP-Produkte auf der Basis von SAP NetWeaver 7.x (z.B. SAP ERP 6.0, SAP CRM 7.0)
  - ältere SAP-Produkte auf der Basis von SAP Web Application Server 6.x (z.B. SAP R/3 4.7, SAP CRM 3.0)
  - ältere SAP R/3-Releases (z.B. SAP R/3 4.6)

Directory Services

- Microsoft Active Directory ADS 2008 32+64Bit including ADLDS
- Microsoft Active Directory ADS 2012
- Novell eDirectory 8.5, 8.8
  (Novell Console One 1.2d. Novell iManager 2.7 (Tomcat 5.5, Java 1.6)

Webbrowser

- Microsoft Internet Explorer 8.0, 9.0, 10.0,11 (see Known Issues)
- Mozilla Firefox 13,14,16,17, 20,42

Data base

- PostgreSQL 9.3.5

Miscellaneous

- Novell Netware Client 4.80
- Nuance Vocalizer 5.7 (TTS),
- Nuance Vocalizer for Enterprise 6.0 (TTS)

Driver

- Driver Dialogic Diva Server Suite 8.5.14
- Driver TE-Systems XCapi Version 3.5.59

Network Printer Windows 2012

- Install first “HP Universal Printing PS” Driver.
- Version v5.9.0 and V6.0.0 have been tested
- HP Driver loaded from http://www.hp.com/go/universalprintdriver_software – Windows Postscript – Win8 (32-Bit)/(64-Bit)

Hypervisor

- VMware Version ESX(i) 4.0 / 4.1 / 5.0 / 5.1 / 5.5 / 6.0

PBX Compatibility

C3000 3.1 is compliant with the following PBXs:

- AVAYA Communication Manager (ACM) [*1]
    - V6.0
    - V6.2
    - V6.3
    - V7.0

- Avaya Aura® Session Manager [*4]
    - V6.2
    - V6.3 noch nicht getestet
    - V7.0

- AVAYA IP Office [*2]
    - V7.0
    - V8.0
    - V8.1
    - V9.0.3
    - V9.1
    - V9.1.2 FP (Juni 2015)
    - V9.1.4

- Avaya Integral Enterprise Edition / Tenovis Integral I55 [*3]
    - E070 V08, E070 V09
    - L060 V07.x(IEE7)
    - L060 V08.x

[*1] PBX link via S0/S2M or XCAPI (H.232)

[*2] PBX link via S0 or XCAPI (H.232) or XCAPI (SIP)

[*3] PBX link via S0/S2M or XCAPI (SIP)

[*4] PBX link via XCAPI (SIP – TLS/SRTP)

All other PBXs, even released in former versions, are handled as project business.

New Features / Major Enhancements

3.1.1

- Support of Windows 10 (not XCAPI)
- Support of Windows 10 Update Threshold 2
- Support of IP Office 9.1.2 FP (Juni 2015), 9.1.4
- Includes new HAL with revised and faster rpc communication
- Support of VMWare ESXi 6.0
- Supports Aura Version 7.0
- Support of Microsoft Office 2016

Office Version	2016 - 32 Bit	2016 - 64 Bit	2016 - 64 Bit	2016 - 32 Bit	2016 - 32 Bit	2016 - 64 Bit	2016 -32 Bit
OS Version	Win 8.1 32 Bit	Win 8.1 64 Bit	Win 10 64 Bit	Win 8.1 64 Bit	Win 7 32 Bit	Win 7 64 Bit	Win 10 32 Bit
Installation - Druckertreiber	JA	JA	JA	JA	JA	JA	JA
Installation - Druckertreiber Silentmode	JA	JA	JA	JA	NEIN	NEIN	JA
Drucken - Outlook FAX	JA	JA	JA - Office 16.6001.1034	JA - Office 16.6001.1034	JA	JA	JA
Drucken Outlook FAX - PDF	JA	JA	JA	JA	JA	JA	JA
Deckblatt/Briefpapier auswählbar	JA	JA	JA	JA	JA	JA	JA
Drucken Outlook MAIL	JA	JA	JA	JA	JA	JA	JA
Drucken Outlook MAIL - PDF	JA	JA	JA	JA	JA	JA	JA
Installation - Outlook Addin	JA	JA	JA	JA	JA	JA	JA
Formulare öffnen	JA	JA	JA	JA	JA	JA	JA
Formulare öffnen mit ausgewählten Kontakt	JA	JA	JA	JA	JA	JA	JA
Formular erneut senden (FAX und SMS)	JA	JA	JA	JA	JA	JA	JA
Installation - Wav2Phone	JA	JA	JA	JA	JA	JA	JA
Wav2Phone aktivieren	JA	JA	JA	JA	JA	JA	JA
Wav2Phone abspielen	JA	JA	JA	JA	JA	JA	JA
Drucken über umSBmail.exe	JA	JA	JA	JA	JA	JA	JA

- Support of Microsoft Exchange 2016
- Error Reporting changed from PEM to Jira C3000 Bugs
- SMTP Connector Option StartTLS added
- Changed from Tomcat 7.0 to Tomcat 8.0.26
- Actual Java Version 1.7.91
- Actual XCAPI Version 3.5.59
- Support of PostgreSQL Streaming Replication (project – additional documentation available)
- Support of Nuance Vocalizer for Enterprise 6.0 (tts)

- **Fixed problems:**

Key	Summary
C3000UMS-125	SMS Gateway hat Probleme mit Umlauten
C3000UMS-95	Anlegen größerer Dokumente schlägt z.T. fehl
C3000UMS-94	C3000 Reporting mit Oracle Datenbank
C3000UMS-93	Qualität des Druckertreiber
C3000UMS-91	Fehler im UMnprint.exe beim Zugriff auf bestimmte Adressbücher
C3000UMS-90	Kein Reconnect des C3000 Server zum PostgreSQL
C3000UMS-89	LogJam
C3000UMS-84	Webadmin: Fax Rendering Subtyp x-vcard nicht vorhanden
C3000UMS-83	Migrationstool funktioniert nicht ohne den Login "Administrator"
C3000UMS-59	Port 5061 (SIPS) schwache Verschlüsselungs-Algorithmen
C3000UMS-50	C3000 (bzw. Networkprinter) erzeugen Fehlermeldungen im PostgreSQL Log
C3000UMS-49	Temporäre Dateien werden nicht gelöscht, wenn mehrere Eventscheduler am C3000 Server aktiv sind
C3000UMS-48	C3000 Server Crash wenn mehr als ein Eventscheduler und FOP aktiv
C3000UMS-44	Warnung im C3000 Server „Malformed forwardcopy-rule“ trotz inaktiver Regel
C3000UMS-43	C3000-Server-Zertifikat schwache Schlüssellänge
C3000UMS-42	Port 8443 schwache Verschlüsselungs-Algorithmen
C3000UMS-39	UM Server Setup
C3000UMS-38	Deaktivierte Benutzer löschen
C3000UMS-34	Feld Tätigkeit/Funktion im Webadmin für AD Intergration > 30

C3000UMS-18	localhost
C3000UMS-17	#412 FaxMail Pro / OneXPortal auf einem System
C3000UMS-16	#411 Poodle Bug
C3000UMS-11	UMprint.exe startet splwow64.exe als Childprozess
C3000UMS-10	Auftrag erneut senden funktioniert nicht richtig
C3000UMS-3	Reporting nutzt alten Usernamen, auch nach Namenänderung

Discontinued Features

- Windows 2003 Server is no more supported
- Funktion - TUI-Messagestore über MAPI mit OL2016/MSX2016 – wird nicht weiter supported.

Restrictions and Recommendations

- Not Supported: GroupWise 2014, GroupWise 2014 R2
- ASR is not supported with C3000 3.1.1
- OCR is not supported with C3000 3.1.1
- IP Office Version 9.1.6 later
- Silent Installation of printer driver only is ok. With Windows 8.1, 10

- C3000 3.1.1 is not released for any Ghostscript version in x64 technology. We strongly recommend Ghostscript v9.18 (32bit)

- The Microsoft Security Patch KB2538243 is needed on every client PC using C3000 client applications. If this patch isn't installed you have to install the Microsoft VC Runtime manually. You'll find this packages at the C3000 3.1.1 DVD:
  Server\Microsoft\VCredist\vc2008\KB2538243

- C3000 3.1.1 is not a BCC 4.0/UMR1.0 Update Release.
- C3000 systems which are connected to PBXs via XCAPI don't support colored faxes.
- Due to problems with ISDN card colored faxes are disabled
- ECM Hint for FaxMailPro/C3000 connected to IP Office
  The Error Correction Mode (ECM) is the base for a qualitative high-valued fax transmission. Transmissions to devices without ECM can not be guaranteed to be in high quality and that longer transfers (more pages) be without interruption.

- C3000Fax printer doesn't support serial Letter with protected PDF Files
- C3000Fax printer doesn't support File-Format: "PDF with protected PDF Files.
- Nuance Vocalizer 5.7 (TTS) – only new installs – updates not tested
- Nuance Vocalizer for Enterprise 6.2 not yet supported
- XCAPI / SIP connected to IE: if you encounter problems receiving fax the set in gifax.cfg the variable maxBitRate to 9600
- Notes/Domino supported on Windows 8 and Windows Server 2012 begins with IBM Notes/Domino 9 Social Edition.
- No Support for ASR and TTS by Nuance for Windows 2012
- To get mail via phone a 32 bit Mapi (eg Outlook) email account is needed by the communication gateway server. Clients support 64 bit Outlook.
- An upgrade from C3000 1.7 direct to C3000 3.1.1 is actually not supported. The upgrade has to be via upgrade to C3000 2.1 and then C3000 3.1.1
    - Damit beim Faxdruckertreiber der MAPI Aufrunf mit Outlook 2016 funktioniert. (Win8.1 64 Bit, Outlook 2016 32 Bit) wird min. die Version Office 16.6001.1034 benötigt.

TomCat Version 8.0.26

Before installation please read C3000_311_install manual.

Virtualization

C3000 can be virtualized. The benefits include ease of maintenance, greater portability and making programs easier to deploy across several versions.

The only supported virtualization environment is VMware Version ESX(i) 4.0 / 4.1 / 5.0 / 5.1 / 5.5 / 6.0

High Availability/Fault Tolerance

C3000's High Availability is realized by virtualization with VMWare vCenter/ESXi 5.0 / 5.1 / 5.5 / 6.0

See
⚠ Whitepaper C3000 3.1.1 Virtualisierung

Test of VMWare 6.0 FT with more than 1 vCPU (<4vCPU) is not done yet but planned for Q1 CY2016.

Installation

This section describes the installation process which is completely based on setups. There is no difference between a new installation and an update: You use the same setups called by the guideline user interface in both cases.

Getting Started

The software can be downloaded from Avaya Support Website

here
https://support.avaya.com/downloads/downloads-landing.action?product_id=P0379&product_name=C3000%20Unified%20Messaging&release_number=releaseId&contentType=Solutions

or from PLDS.

⚠ **Important:** The name of the installation directory must not contain special characters, such as a hash (#) for the installation to run successfully. Please use directory names with alphanumerical characters only e.g. D:\Install\C3000\31

⚠ **Important:** C3000 3.1.1 only supports updates from C3000 2.2 or C3000 2.1. C3000 2.1 only supports updates from C3000 1.7 SP2 or higher. Customer installations with older versions have to migrate to C3000 1.7 SP2 first.

Server Installation

This section describes the installation procedures for the C3000 3.1.1 Server components.
This section includes the following topics:

- Stop C3000 Servers
- Installation Procedures

Stop C3000 Servers

Before you run the C3000 3.1.1 Server installation, ensure that all C3000 server processes are stopped. This may take several minutes because the servers need to complete their current tasks before shutting down.

All setups that update C3000 services will stop them during installation. Nevertheless it is strongly recommended to stop all C3000 services in advance manually for security reasons and because it will make the installation process faster (no parallel reconnect sessions will run).

To stop C3000 Services:
Bring up the Windows Services application.
Stop all of the following services (not all of them exist on every C3000 server):

- Apache Tomcat
- All services starting with "C3000"
- All services starting with "RoD"
- All services starting with "Avaya"
- All services starting with "Tenovis"

⚠ **Important:** Please don't stop the PostgreSQL Database service "C3000 PostgreSQL 9.3". This service is needed during updates.

Installation Procedures

⚠ **Important: In case of an update from C3000 1.7 SP2 please take care that at least 1GB free disk space is available on the host where the Sybase SQL server is installed. Due to problems when directly updating database engine from Sybase 12.5 to Sybase 15.7 You must first update to Sybase 15.0 (by C3000 2.1 setup) and then update to C3000 3.1.1**

Perform the following steps on the Windows machines running C3000 servers.
Open the **C3000 3.1.1 - Server** folder and double-click **Guideline.exe** to start the installation program.
At the **Welcome** screen, select **Next** to continue.
At the next screen which displays the license agreement, select **I agree**.

⚠ **Important:** Depending on the operating system and already installed components and programs the **Guideline** will update the **Microsoft Windows Installer** and install **Microsoft Visual C++ Runtime Libraries**. This installation is required, so please confirm.

At the next screen which displays different installation packages expand the **custom** tree for installation details. Different icons on each installation package show what component needs an update or not:

(green) Installed version is OK and needs no update

(red/blue) Installed version is too old and needs an update

(yellow) Installed version is old but compatible. An update is not needed but recommended

(red/black) Ignore these setups – they are not installed on this machine

(red/black R) Not installed, but required. Please install.

(directory) No setup, nothing will be installed. Button opens directory in explorer window

It is recommended to use the AutoUpdate functionality within the guildeline.

After a successful update on this machine all components show (green) or (red/black).
Click **End**.

In case of error messages during one or more component updates have a look at respective install log files (depends on setup):

- User TEMP folder
- C:\C3kInstallLogs

If the installation is unsuccessful, try to isolate the error causes and re-run the installation program. If the problem still occurs see Technical support

⚠ Important: In case of using mail server components and a database on different server you have to install a separate Sybase client. Choose "PostgreSQL Client x86/x64" via Guideline …

Server Auto Update

C3000 3.1.1 offers an Auto Update Mode as part of the application Guideline. Check out the C3000 3.1 documentation for detailed information.

⚠ Important: In case of an update from C3000 1.7 SP2 please update these setups first before starting the auto update:
- Java Development Kit
- Sybase SQL Server

Restart C3000 Server

If the installation is successful, reboot the machine. The C3000 server will start automatically.

Documentation

C3000 3.1 contains an update of documentation and user manuals:

German:

- c3000_311_admin_de.pdf (updated)
- c3000_311_essentials_de.pdf (updated)
- c3000_311_install_avaya_i5_de.pdf
- c3000_311_install_cisco_callmanager_de.pdf
- c3000_311_install_de.pdf (updated)
- c3000_311_install_siemens_hipath4000_de.pdf
- c3000_311_ttrace_install_de.pdf
- c3000_311_ttraceconsole_de.pdf
- c3000_311_user_groupwise_de.pdf
- c3000_311_user_notes_de.pdf
- c3000_311_user_outlook_de.pdf
- c3000_311_user_tui_de.pdf
- c3000_311_virtualization_de.pdf (updated)

English (no updates):

- c3000_21_admin_en.pdf (content is based on C3000 1.7 SP2)
- c3000_21_install_en.pdf (content is based on C3000 1.7 SP2)
- c3000_21_install_avaya_i5_en.pdf
- c3000_21_install_cisco_callmanager_en.pdf
- c3000_21_install_siemens_hipath4000_en.pdf
- c3000_21_ttrace_install_en.pdf
- c3000_21_ttraceconsole_en.pdf
- c3000_21_user_groupwise_en.pdf
- c3000_21_user_notes_en.pdf
- c3000_21_user_outlook_en.pdf
- c3000_21_user_tui_en.pdf

- ThirdPartyTermsforC3000Version3.1.1_copyright_notice.pdf (new)

Setups and Files

The following tables list the setups and files that are included in the C3000 3.1.1.

C3000 Servers

File Name	Date	Version
Avaya License Client.msi	11/18/15	3.1.7900.1547
Domino Templates	11/17/15	3.1.1
Hostswitcher.exe	11/17/15	n/a
Java Development Kit.msi	11/18/15	3.1.7900.1547
Office Popup Blocker	n/a	n/a
omniORB.msi	11/18/15	3.1.7900.1547
Tomcat.msi	11/27/14	3.1.7901.1548
Trace System.msi	11/18/15	3.1.7900.1547
Unified Media Address Import.msi	11/18/15	3.1.7900.1547
Unified Media ADS Extension.msi	11/18/15	3.1.7900.1547
Unified Media ADS SnapIn x86.msi	11/18/15	3.1.7900.1547
Unified Media ADS SnapIn x64.msi	11/18/15	3.1.7900.1547
Unified Media Archiving.msi	11/18/15	3.1.7900.1547
Unified Media Convert Printer x86.msi	11/18/15	3.1.7900.1547
Unified Media Convert Printer x64.msi	11/18/15	3.1.7900.1547
Unified Media Database x64.msi	11/18/15	3.1.7900.1547
Unified Media Domino Connector.msi	11/18/15	3.1.7900.1547
Unified Media Fax Gateway.msi	12/03/15	3.1.7902.1549
Unified Media FSI Gateway.msi	11/18/15	3.1.7900.1547
Unified Media GroupWise Connector.msi	11/18/15	3.1.7900.1547
Unified Media NDS Extension.msi	11/18/15	3.1.7900.1547
Unified Media NDS SnapIn.msi	11/18/15	3.1.7900.1547
Unified Media NDS iManager		1.0

File Name	Date	Version
Unified Media OCR Gateway.msi	11/18/15	3.1.7900.1547
Unified Media Office AddOn x64.msi	11/18/15	3.1.7900.1547
Unified Media Office AddOn x86.msi	11/18/15	3.1.7900.1547
Unified Media Printer Gateway.msi	11/18/15	3.1.7900.1547
Unified Media Server.msi	11/18/15	3.1.7900.1547
Unified Media Service Tools.msi	11/18/15	3.1.7900.1547
Unified Media SMS Gateway.msi	11/18/15	3.1.7900.1547
Unified Media SMTP Connector.msi	11/18/15	3.1.7900.1547
Unified Media Web Applications.msi	11/18/15	3.1.7900.1547
WebLM.msi	11/18/15	3.1.7900.1547
Guideline.exe	11/18/15	31.77.10.7900

File Name	Date	Version
PostgreSQL_x64	11/18/15	3.1.7900.1547
PostgreSQL_Client_x86	11/18/15	3.1.7900.1547
PostgreSQL_Client_x64	11/18/15	3.1.7900.1547
XCAPI_Install_3_5_59_WebLM.exe	10/27/15	14.0.0.162
Dialogic DivaServer	06/09/15	8.5U14

C3000 Clients

File Name	Date	Version
Fax Printer Silent Installation	11/18/15	1.0.0.2
Unified Media Fax Printer x86.msi	11/18/15	3.1.7900.1547
Unified Media Fax Printer x64.msi	11/18/15	3.1.7900.1547
Unified Media GroupWise Addon.msi	11/18/15	3.1.7900.1547

C3000 Essentials

File Name	Date	Version
Unified Media Outlook Forms	n/a	3.1.1
Unified Media Network Printer.msi	11/18/15	3.1.7900.1547
Unified Media Outlook Addon x86.msi	11/18/15	3.1.7900.1547
Unified Media Outlook Addon x64.msi	11/18/15	3.1.7900.1547
Unified Media Wave to Phone Client x86.msi	11/18/15	3.1.7900.1547
Unified Media Wave to Phone Client x64.msi	11/18/15	3.1.7900.1547

Virus scanner conformity

C3000 3.1 has been tested on conformity with following virus scanner:

- McAfee VirusScan V8.5.0i, V8.7.0i, V8.8.0 Patch 6 for Windows 10

No negative impact has been assessed by the conformity tests when operating the C3000 system. The virus scanners can thus be used on C3000 servers and workstations without functional restrictions of the C3000 system.
As far as the C3000 system's performance is concerned, severe impairments have been registered. The results were strongly depending of the computing power and of the C3000 system's load. We recommend daily virus scan runs out of office hours.

The C3000 scanner conformity has been tested on the listed scanners only. A conformity with other virus scanners cannot be deduced from these tests.

Fixed Issues

The following table lists the fixed issues.

3.1.1

Key	Summary	Assignee	Reporter	Priority	Status	Resolution
C3000UMS-3	Reporting nutzt alten Usernamen, auch nach Namenänderung	Wellnitz Rene (Rene)	Schlecker Klaus (Klaus)	P3 - Normal Queue	Closed	Fixed
C3000UMS-10	Auftrag erneut senden funktioniert nicht richtig	Wellnitz Rene (Rene)	Wellnitz Rene (Rene)	P3 - Normal Queue	Closed	No Fix Planned - 3rd Party
C3000UMS-11	UMprint.exe startet splwow64.exe als Childprozess	Burchert Rainer (Rainer)	Burchert Rainer (Rainer)	P3 - Normal Queue	Closed	Fixed
C3000UMS-33	#407 CEC-015 Authentication: Speichern von User/Password im WEB-Browser	Stadler Stephan (Stephan)	Schlecker Klaus (Klaus)	P3 - Normal Queue	Closed	Fixed
C3000UMS-48	C3000 Server Crash wenn mehr als ein Eventscheduler und FOP aktiv	Burchert Rainer (Rainer)	Burchert Rainer (Rainer)	P3 - Normal Queue	Resolved	Fixed
C3000UMS-49	Temporäre Dateien werden nicht gelöscht, wenn mehrere Eventscheduler am C3000 Server aktiv sind	Burchert Rainer (Rainer)	Burchert Rainer (Rainer)	P3 - Normal Queue	Resolved	Fixed
C3000UMS-50	C3000 (bzw. Networkprinter) erzeugen Fehlermeldungen im PostgreSQL Log	Wellnitz Rene (Rene)	Wellnitz Rene (Rene)	P4 - Low Priority	Closed	Fixed
C3000UMS-83	Migrationstool funktioniert nicht ohne den Login "Administrator"	Wellnitz Rene (Rene)	Wellnitz Rene (Rene)	P3 - Normal Queue	Closed	Fixed
C3000UMS-84	Webadmin: Fax Rendering Subtyp x-vcard nicht vorhanden	Wellnitz Rene (Rene)	Wellnitz Rene (Rene)	P4 - Low Priority	Closed	Fixed

C3000UMS-90	Kein Reconnect des C3000 Server zum PostgreSQL	Burchert Rainer (Rainer)	Burchert Rainer (Rainer)	P3 - Normal Queue	Resolved	Fixed
C3000UMS-91	Fehler im UMnprint.exe beim Zugriff auf bestimmte Adressbücher	Stuehrenberg Andreas (Andreas)	Burchert Rainer (Rainer)	P3 - Normal Queue	Closed	Fixed
C3000UMS-94	C3000 Reporting mit Oracle Datenbank	Wellnitz Rene (Rene)	Wellnitz Rene (Rene)	P3 - Normal Queue	Closed	Fixed
C3000UMS-95	Anlegen größerer Dokumente schlägt z.T. fehl	Waterman n Bernd (Bernd) **CTR**	Watermann Bernd (Bernd) **CTR**	P3 - Normal Queue	Closed	Fixed
C3000UMS-125	SMS Gateway hat Probleme mit Umlauten	Wellnitz Rene (Rene)	Wellnitz Rene (Rene)	P3 - Normal Queue	Resolved	Fixed
C3000UMS-130	DbOra10s.dll	Stuehrenberg Andreas (Andreas)	Schlecker Klaus (Klaus)	P3 - Normal Queue	Closed	Fixed
C3000UMS-135	Konvertierung von PDF mit "%20" im Dateinamen schlägt fehl	Burchert Rainer (Rainer)	Burchert Rainer (Rainer)	P1 - Resolve Immediately	Closed	Fixed
C3000UMS-139	Schwache Cipher-Suites bei Port 8443 (Logjam-Exploit)	Stuehrenberg Andreas (Andreas)	Stadler Stephan (Stephan)	P3 - Normal Queue	Closed	Fixed

Known Issues

C3000 aktuell offene Fehler https://jira.forge.avaya.com/issues/?filter=62899 in Jira

Microsoft Internet Explorer 10.0
http://<servername>:8080/c3000/index.html must be opened in compatibility mode due to problems with java script when configuring C3000 user data

C3000Fax Form:

- Sometimes add File Dialog deletes any address in the TO/CC/BCC fields. Best Praxis is to add File first and add addresses later
- Sometimes Outlook (2010/2013) closed when the form is canceled. Don't search online for a solution. Don't deactivate any C3000 COM-Add-Ins: (Redemption, C3000FaxCOMAddIn, C3000SmsCOMAddIn, Wav2Phone).

Technical Support

In case of having trouble with C3000 3.1.1 please:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by calling Avaya Technical Support: Germany (+49) 0800 4628292.
   You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note: If you have difficulty reaching Avaya Technical Support, please go to support.avaya.com for further information.
Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.